

State of Hawaii
Department of Health
Alcohol and Drug Abuse Division
Prevention Branch

Addendum 1

January 22, 2016

To

Request for Proposals

**RFP No. HTH 440-17-16BG-G
Substance Abuse Prevention Services:
Evidence-Based Interventions**

**RFP No. HTH 440-17-16G
Substance Abuse Prevention Services:
Innovative Interventions**

Issued January 7, 2016

January 22, 2016

ADDENDUM NO. 1

To

REQUEST FOR PROPOSALS

**Substance Abuse Prevention Services: Evidence-Based Interventions
RFP No. HTH 440-17-16BG-G**

**Substance Abuse Prevention Services: Innovative Interventions
RFP No. HTH 440-17-16G**

The Department of Health, Alcohol and Drug Abuse Division, Prevention Branch is issuing this addendum to RFP No. HTH 440-17-16BG-G, Substance Abuse Prevention Services: Evidence-Based Interventions and RFP No. HTH 440-17-16G, Substance Abuse Prevention Services: Innovative Interventions for the purposes of:

- ☒ Responding to questions that arose at the orientation meeting on January 14, 2016 and written questions subsequently submitted in accordance with Section 1-V, of the RFP.
- ☐ Amending the RFP.
- ☐ Final Revised Proposals.

The proposal submittal deadline:

- ☐ is amended to <new date>.
- ☒ is not amended.
- ☐ for Final Revised Proposals is <date>.

Attached is (are):

- ☒ A summary of the questions raised and responses for purposes of clarification of the RFP requirements.
- ☐ Amendments to the RFP.
- ☐ Details of the request for final revised proposals.

If you have any questions, contact:

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Responses to Question
RFP NO. HTH 440-17-16BG-G
Substance Abuse Prevention Services: Evidence-Based Interventions

RFP NO. HTH 440-17-16G
Substance Abuse Prevention Services: Innovative Interventions

1. Q: Are Government agencies exempt from the following:

- a. Tax Clearance from the Hawaii State Department of Taxation and Internal Revenue Service.
- b. Proof of labor Law Compliance, Wage Law Compliance, Business Registration.
- c. Certificate of Liability Insurance in the amount of one million dollars per occurrence and two million dollars in the aggregate that includes contract log number, contract dates, and the following statement: "It is agreed that the State of Hawaii, its officers, employees, and agents are named as additional insured, but only with respect to operation arising out of the operation performed by the named insured."
- d. Automobile insurance of one million dollars per incident.

A: Only Government entities are exempt from providing the identified documents.

2. Q: Is there a document that needs to be submitted regarding "Campaign Contributions by State and County Contractors"?

A: There is no document needed regarding "Campaign Contributions by State and County Contractors" to submit with the proposal.

3. Q: Are multiple proposals from one Applicant disallowed?

A: One APPLICANT can submit proposal applications for multiple geographic areas. The APPLICANT shall submit a separate proposal for each geographic area to be served. The APPLICANT must clearly define the geographic area to be served with these funds in the proposal application.

4. Q: Can an agency submit more than one grant application?

A: Refer to RFP Section 2. Services Specifications, Item E on page 2-4. The APPLICANT shall submit a separate proposal for each geographic area to be served.

5. Q: Can we write for two separate proposals or recommend go in as one?

A: Refer to RFP Section 2. Service Specifications, Item E on page 2-4. The APPLICANT shall submit a separate proposal for each geographic area to be served.

6. **Q: If an organization has similar evidence-based programs in Lihue, Waianae, and Central Honolulu, are we restricted to submitting one proposal and can we ask for more than the average award of \$125,000 because we are covering a larger target population?**

A: Refer to RFP Section 2. Service Specifications, Item E on page 2-4. The APPLICANT shall submit a separate proposal for each geographic area to be served.

Refer to RFP Section 2. Service Specifications, Item F on page 2-4. While no exact funding amounts have been pre-determined, ADAD anticipates each award to be approximately \$125,000 per year. It is important to note that funding amounts when executing actual contract awards may be significantly different from the stated anticipated funding amounts due to evolving budgetary circumstances. ADAD reserves the right to increase or decrease funds at its discretion to best meet the needs of the State as well as to operate within budgetary limitations.

7. **Q: We understand a separate proposal is required for each geographical area. Can you clarify what geographical area means for the State of Hawaii? Is there a preference about which area will be served?**

A: APPLICANTs shall describe the community or geographical area for the proposed services in their Comprehensive Strategic Plan. Awards will be determined to provide the most comprehensive statewide service.

8. **Q: What if there are multiple projects on one island? Should we submit 1 proposal or 2 proposals per site?**

A: Refer to RFP Section 2. Service Specifications, Item E on page 2-4. The APPLICANT shall submit a separate proposal for each geographic area to be served.

9. **Q: We define Waimanalo site and service-WHC technically services 2 sites with overlapping students. Do we submit 1 or 2 grant proposals?**

A: Refer to RFP Section 2. Service Specifications, Item E on page 2-4. The APPLICANT shall submit a separate proposal for each geographic area to be served and shall define the community and target population and the best service to meet the needs of the identified population.

10. **Q: If we provide services throughout Kauai, Oahu, can we create 1 proposal for Oahu + 1 for Kauai or will we have to create different proposals on each island? (e.g. 3 on Kauai for three communities).**

A: The APPLICANT must define the community, geographic area, and target population based on the needs assessment. The State will award funds based on the proposed services that most effectively meet the needs identified for each community described.

- 11. Q: Does ADAD define “separate geographical area” by county, Community or does the Applicant define it?**

A: The State is not defining the community. The APPLICANT shall describe the geographical area, community and target population to be served in the Comprehensive Strategic Plan.

- 12. Q: How does ADAD define Geographical Area: 1) zip code, 2) school complex, 3) HPD district, 4) Leg District, 5) County?**

A: The APPLICANT shall describe the geographical area and target population and proposed service to best address the needs identified for that area and population.

- 13. Q: If we go in as separate, is there a possibility of requesting more for the proposed amount of funds higher than \$125K?**

A: Refer to RFP Section 2, Service Specifications, Item F on page 2-4. While no exact funding amounts have been pre-determined, ADAD anticipates each award to be approximately \$125,000 per year. It is important to note that funding amounts when executing actual contract awards may be significantly different from the stated anticipated funding amounts due to budgetary circumstances. ADAD reserves the right to increase or decrease funds at its discretion to best meet the needs of the State as well as to operate within budgetary limitations.

- 14. Q: Can we utilize these grants for alcohol compliance checks?**

A: Federal Block Grant primary prevention set-aside funds may not be used to fund enforcement of alcohol, tobacco, or drug laws. The State Purchasing Agency may utilize state funds and other applicable prevention discretionary funds to pay for the costs associated with enforcing or conducting compliance checks.

- 15. Q: ADAD is anticipating award limits to be approximate \$125,000 per year. If we are serving multiple communities (e.g. programs throughout Oahu), might the award be larger?**

A: Refer to answer in Question 13 of this addendum.

- 16. Q: Can we ask for more than the average award of \$125,000 if we are covering a large geographic service area?**

A: Refer to answer in Question 13 of this addendum.

- 17. Q: The RFPs specify the targeted populations to serve are youth ages 12-17 and young adults, 18-20 years of age. Will this mean that services cannot serve upper elementary school youth through these contracts at all?**

A: Refer to RFP Section 2, Service Specifications, Item D on page 2-3. The target populations are at-risk youth ages 12-17 and young adults ages 18-20 and their families. The target population includes, but is not limited to the identified subpopulations and may include children in the upper elementary school youth if the youth falls in one of the categories.

- 18. Q: The RFP identifies 2 target populations: 12-17 and 18-20. Our agency serves the first target population of 12-17 but not 18-20-year-olds. If we only serve one of the target populations, does this disqualify us from applying?**

A: APPLICANTS are not required to target all ages. Awards will be made based on the quality of proposals and the appropriateness of the intervention identified to meet the needs of the target population.

- 19. Q: Is an RFP for Elderly Effective Medication Management, or any RFP that addresses the substance abuse prevention needs of elders, being issued for FY2017?**

A: ADAD does not plan to issue any additional RFP for prevention services at this time.

- 20. Q: Can ADAD funds be used to serve youth younger than 12?**

A: Refer to question 17. Preference will be given to proposed services that address the needs of the target populations identified on page 2-3 of each RFP.

- 21. Q: On page 2-9 and 2-10 the RFP refers to the “developer” – can you clarify who/what this is? Do you have an example?**

A: A developer is the originator of an evidence-based intervention or curriculum. Carol Gerber Allred, Ph.D. is a developer of Positive Action.

- 22. Q: Page 2-12 the action plan has a column for “resources needed” – can you clarify what you are looking for here? Is this monetary, physical, or time resource?**

A: Resources are considered fiscal resources (e.g. other funding streams and in-kind support), human resources (e.g. skills, knowledge, and partners to implement EBI), and organizational resources (e.g. existing programs, policies, technology, and physical resources).

- 23. Q: Page 3-6 D 1 & 2 the RFP asks us to describe how we will deliver SA prevention EBI with fidelity – can you provide more clarification about what is required here?**

A: Fidelity is the extent to which an evidence-based strategy is delivered in the way it was intended (and tested). Implementing a strategy with fidelity means that it is delivered the same way it was shown to be effective in the past. Strategies will always require some amount of tweaking in order to be a good fit. However, if a strategy must be modified to the point that the strategy is no longer used as designed, it may not be

effective. Applicants must stay true to an evidence-based strategy design during the planning and implementation by considering the core components.

- 24. Q: Page, 3-6 C 1 asks how we will secure SA prevention EBI materials, training, and technical assistance – is this something that ADAD will help provide or do you have any examples of past submissions available to review online?**

A: The APPLICANT shall initiate and establish the relationship and interaction with the developer of the identified intervention in order to secure or purchase the materials and training.

- 25. Q: Page 3-6 E 1 asks about our plans to work with an experienced evaluator to develop an evaluation plan – does the ADAD have any suggestions or provide any assistance in this area? What qualifies as an “experienced evaluator?”**

A: The APPLICANT shall develop a relationship with an evaluator to develop an evaluation plan, evaluate the implementation of the SA prevention intervention, improve the effectiveness of the SA prevention intervention, and make data-driven decisions. The APPLICANT should describe the qualifications, skills, and experience of all staff and subcontractors providing services or receiving funds through the proposed service.

- 26. Q: We understand the awards will be approximately \$125,000 per year. Is there a target number of youth that should be served?**

A: The APPLICANT shall determine and describe the number of youth participants served based on maintaining the fidelity of the identified intervention and desired outcomes.

- 27. Q: BBBS mentoring programs are recognized by SAMHSA as a qualified EBI for substance abuse prevention. However, we deliver one-to-one mentoring through two different programs: an afterschool program and a community program. The impact and results are the same, but the program activities are different. Would this require two separate proposals or only one because there is only one EBI?**

A: The APPLICANT shall determine the best configuration of services to address the assessed need of the identified target population and maintain fidelity to the intervention as designed and evaluated.

- 28. Q: For a project to be funded it must demonstrate evidence-based outcomes. Are agencies internal surveys sufficient or do the practices need to be federally recognized EB strategies?**

A: The APPLICANT shall implement an evidence-based intervention identified on a federal registry or peer-reviewed journal. The APPLICANT shall work with the developer and evaluator on using, adapting, and/or developing measurement tools for individual or participant data.

29. Do EBI's selected by programs need to be registered in SAMHSA's NREPP?

A: Refer to Section 2, Service Specifications, page 2-2. The selected EBI must be included on a federal registry or reported with positive effects in peer-reviewed journal. Evidence-based interventions are not limited to those listed on the SAMHSA NREPP. A list of federal registries is in Section 5, Attachment C of the RFP.

30. Q: How does ADAD feel about a provider continuing the same EBI for this round of funding so long community data & the SPF process suggests continued implementation? Does it look more favorable to change the EBI?

A: ADAD will award funds based on the proposals that most effectively meet the needs identified for each community and target population. The APPLICANT shall propose services based on the initial needs assessment, the SPF, and the strategic plan to implement the selected EBI.

31. Q: Where are the quarterly ADAD provider meetings and training held?

A: Quarterly ADAD provider meetings will be held on Oahu. The training opportunities are offered throughout the State. There is also an opportunity to participate in online courses.

32. Q: Are there any differences between RFP No. HTH 440-17-16BG-G and RFP No. HTH 440-17-16G besides the funding and eligibility?

A: The RFPs issued are requesting different and unique services and interventions to prevent substance misuse. RFP No. HTH 440-17-16BG-G requests services related to the implementation of interventions that have proven effective in addressing and preventing undesirable behaviors related to substance use. The funded services will implement evidence-based interventions identified on a federal registry and/or in a peer-review journal.

RFP No. HTH 440-17-16-G requests services related to the implementation, replication, and evaluation of interventions that may have been modified, adapted and or designed locally. The "innovative" interventions may have been effective in having positive results with specific target populations given local conditions, but not yet qualified for a federal registry or a peer-review journal. The funded services will support the implementation of such interventions to move them to the category of being evidence-based.

33. Q: Is RFP for prevention or intervention services?

A: The RFPs focus on prevention interventions that occur prior to the onset of a disorder and which are intended to prevent the occurrence of the disorder or reduce risk for the disorder. Prevention is about striving to optimize well-being.

- 34. Q: For the Community Description (and SA problems in the community, including data on consumption, consequences, and risk and protective factors), do we focus on the community that we serve (i.e., Lanakila students) or the context in which they live (i.e., Hilo community) or both?**

A: It is the responsibility of the APPLICANT to define and describe the community and geographical area of the proposed services in the comprehensive strategic plan. The description should support the decision for implementation of the identified intervention.

- 35. Q: The RFP states that the intervention must be based on assessment included in the initial comprehensive strategic plan for the service area. How do we access the initial comprehensive strategic plan for the service area?**

A: APPLICANTS best know their community's population, issues, resources and needs. Such knowledge and information should guide planning and decisions for implementation of services and specific interventions. Proposals should demonstrate the readiness and plans for successful implementation and evaluation of proposed services.

- 36. Q: Can you provide an estimated number of ADAD meetings and training required per year for evaluators?**

A: The RFP does not stipulate that evaluators are required to attend ADAD meetings or training. Section 2.4 Scope of Work, A. Service Activities of the RFP itemizes activities expected of the Applicant. Attendance at ADAD Provider Meetings is expected. Meetings may be conducted quarterly and notice will be provided regarding the agenda topics and suggested staff to attend. Training opportunities from various sources are posted throughout the year. Applicants should ensure that program staff maintain qualifications and expertise for proposed service delivery.

- 37. Q: If the contracts are not executed until after July 1, 2016, will Applicants able be reimbursed for staffing cost in the interim between contracts?**

A: No services should be rendered prior to the "Notice to Proceed" indicating an executed contract. The date a contract is signed by both parties is the effective date of the contract. Costs incurred prior to the start date of a contract are not reimbursable. RFP Section 2, Service Specifications, Item F, under NOTE, does permit the APPLICANT to request a maximum of one-twelfth (1/12) of the total award for the first year to be advanced for startup costs for new programs upon completion of an executed contract and the submission of an invoice requesting the advancement of funds.

- 38. Q: If we have participated in an evidenced-based pilot project, should we assume that qualifies us as having "conducted a planning process to identify and prioritize risk and protective factors"?**

A: Do not assume that the Proposal Review Committee knows information other than what is presented in the proposal. The Applicant shall fully address all components of

the Scope of Work and clearly describe any experience and planning process used to identify the problem behavior and prioritize risk and protective factors in the proposal.

39. Q: Is figure 3, Data Reporting Template considered a performance outcome measure table or output measure table?

A: Figure 3, Data Reporting Template in Section 2, page 2-13 is considered a process measurement table.

40. Q: What is a data reporting template in Section 3, Proposal Application Instructions, 3.4, Service Delivery item A9 on page 3-6?

A: A Data Reporting Template is used to measure the process of implementing a curriculum. Such a template is applicable for Applicants proposing to implement an evidence-based or innovative curriculum.

41. Q: Do APPLICANTS select the evaluator or does ADAD assign the evaluator?

A: ADAD will not assign evaluators. The APPLICANT shall describe its plans to select and work with an experienced evaluator to develop an evaluation plan to evaluate the implementation of the interventions, improve the effectiveness of the implementation, and make data-driven decisions.

42. Q: On page 3-6 E 1 asks about our plans to work with an experienced evaluator to develop an evaluation plan – does the ADAD have any suggestions or provide any assistance in this area? What qualifies as an “experienced evaluator?”

A: ADAD will not be providing technical assistance or suggestions for services requested prior to service delivery other than as described in the RFPs. The APPLICANT shall select and work with an evaluator that is qualified to develop and implement an evaluation plan. The APPLICANT shall describe the qualifications, skills, and experience of all staff and subcontractors providing services or receiving funds through these RFPs.

43. Q: If APPLICANT selects the evaluator, must we name the evaluator and provide the cost of evaluation in SPO H-205 Proposal budget and SPO-H 206E Budget Justification-Contractual Services?

A: The APPLICANT does not have to identify an evaluator if it has not yet selected one. However, the APPLICANT shall include evaluation costs in its budget. The APPLICANT should budget for and start the conversation with an evaluator. This will let the State Purchasing Agency know of the APPLICANT’s readiness to implement and evaluate an intervention. The APPLICANT shall describe procedures for informing ADAD of any subcontractor activities.

44. Q: Can you please define "output, process, and outcome indicators" and give an example so that I can make sure that I understand the differences correctly?

A: Process indicators measure the progress of activities in a program/project and the way these activities are carried out referring to the degree of participation. Output indicators measure the short-term results with quantity, quality, and timeliness of the products (goods or services) that are the result of an activity/project/program. Outcome indicators measure the intermediate results generated by program outputs and they often correspond to any change in behavior because of the program.

45. Q: Can two agencies submit separate grant applications, but share one activity?

A: Not enough information is provided in the question for an affirmative answer. ADAD allocates funds with the intention to avoid duplication of services. All Applicants must clearly describe services proposed including geographic area, the target population, staffing patterns, evaluation, reporting, projected costs, subcontractor arrangements and coordination efforts.

46. Q: Can you clarify what it means "ONLY the following budget forms shall be submitted..."?

A: Applicants should not submit various budget forms from other sources. Section 3, Proposal Application Instructions, 3.5 Financial on page 3-7, lists the budget forms to be completed and submitted with the Proposal Application. The forms are found on the State Procurement Office (SPO) website at <http://spo.hawaii.gov>. Click on the "Forms" tab.

47. Q: Is a budget justification narrative required in addition to service delivery narrative? Is there a page limit for the budget justification?

A: Budget justification narrative is required and space is provided in the budget forms. Additionally, the service description and projected expenditures should align. There is no page limit for the budget forms and justification.

48. Q: Can you request more on the first year and less on the second year? (Because of acquisition of equipment, supplies, etc. to start project)

A: The APPLICANT should propose and justify a budget that reasonably supports the proposed services. The amount of each award is dependent on the available funds and the quality of proposals received to meet the statewide substance abuse prevention needs.

49. Q: Are the above four RFPs that have been issued by ADAD Prevention Branch the only RFPs anticipated to be issued for FY2017?

A: The State Purchasing Agency has issued four (4) RFPs open for substance abuse prevention services in FY2017. The awards made under these RFPs will utilize the funds available at this time. If and when additional funds become available, ADAD will conduct future procurement.

50. Q: Has ADAD decided that medication management issues of elders are no longer a priority for substance abuse prevention? What was the basis for this decision?

A: Medication management and prescription drug misuse remain issues to be addressed. The current RFPs for substance abuse prevention services were developed based on information gathered from the community meetings, available data on consumption and trends, and recent evaluation reports. Underage drinking remains a substance abuse prevention priority, followed by marijuana and non-medical use of prescription drug abuse among youth. Additionally, a goal for procurement is to allocate funds toward services and interventions that have shown to be effective in addressing the priority areas.

The Applicant shall define the target population (or sub population) for the prevention service based on the assessed needs, capacity and planning efforts to implement and evaluate the effectiveness of the intervention identified to address the needs of the target population.

51. Q: Are there a required specifications regarding font, font size, and page margins?

A: Section 3 on page 3-1 provides the general format instructions for completing the proposal; however, font style and size, and page margins are not specified. The standard conventions are Times Roman, font size 12 with one-inch (1") margins. Font and margins are not basis for rejection of proposals for this request.

52. Q: Is there a limit regarding the number of attachments that we include in the appendix?

A: There is no limit regarding the number of attachments to include in the appendix. Attachments should support the narrative but stand alone as self-explanatory and not constitute an extension of narrative beyond the specified page limit for each section. Each section of the proposal will be read independently and should provide complete information for that specific section.

53. Q: Are both Letters of Collaboration and MOUs required?

A: See RFP Section 3, Proposal Application Instructions, 3.2 Experience and Capability, Item d on page 3-3. *The APPLICANT shall include Letters of Collaboration and Memorandum of Understanding (MOU) to demonstrate the APPLICANT's coordination and collaboration to provide the proposed services.* The type of document is determined by the relationship of the partners relative to the service delivery. The purpose of the documents is to provide further understanding of the proposed service delivery and demonstrate readiness and support for the proposed service.

54. Q: Are the Letters of Collaboration and MOU required for each site?

A: The applicant shall demonstrate support and readiness for implementation of the proposed services at each site by submitting Letters of Collaboration and Memorandum of Understanding (MOU) as appropriate. See response to Q53.

- 55. Q: Does a memorandum of understanding “weigh” more than a letter of collaboration? Sometimes obtaining an MOU requires a formal process and may take longer to receive.**

A: For scoring purposes, the Memorandum of Understanding does not count as more points than the Letter of Collaboration. The requested documents are meant to further demonstrate readiness and support for the proposed service delivery and promote understanding of the relationships and arrangements to conduct effective, unduplicated services. MOU is a formal agreement between two or more parties to establish partnerships. MOUs are not legally binding but they carry a degree of seriousness and mutual respect. The Letter of Collaboration is a cooperative arrangement in which two or more parties work jointly towards a common goal.

- 56. Q: Is the comprehensive strategic plan required as part of proposal submittal?**

A: Yes, the comprehensive strategic plan is submitted as part of the proposal application. The description of the assessment, capacity, and planning relate to the selected intervention and provides an understanding of the status of readiness and appropriateness of the proposed service activity.

- 57. Q: Is the comprehensive strategic plan conducted after contract award and updated annually?**

A: The comprehensive strategic plan is submitted as part of the proposal application so initiated prior to any award. The components, including assessment, capacity, and planning submitted with the application will be updated annually along with the implementation and evaluation components to demonstrate how the APPLICANT has progressed with the service delivery.

- 58. Q: Why is there more points given for evaluation for the innovative intervention RFP than the evidence-based intervention?**

A: The points delegated for sections of the proposal may differ for each RFP issued. The evaluation component for HTH 440-17-16-G is complex and intensive since the expectation is that the implementation of the selected intervention will yield documented results to illustrate evidence of effectiveness and promote the elevation of the intervention to evidence-based intervention status. The evaluation will determine and report results, as well as support the reporting of the results in journals and applications to national registries of evidence-based interventions.

- 59. Q: Is the innovation proposal for multiple years?**

A: See Section 2, Service Specification, 2.3 General Requirements, Item E. Single or multi-term contracts to be awarded on page 2-7 and 2-8. Contracts will be awarded for a two-year period with funding for the second year contingent upon satisfactory performance in the first year and the availability of funds. Funding is contingent upon the availability of funds. The State anticipates funding each awarded APPLICANT for

two (2) years. Contracts may be extended for up to two (2) additional twelve (12) month periods.

60. Q: Please define the service areas and geographic areas in the RFP on page 2-4.

A: Services areas for this RFP consists of all communities statewide. The State is not defining the community. The APPLICANT shall describe the geographical area, community and target population to be served in the comprehensive Strategic Plan.

61. Q: Could we submit 1 proposal for the island of Oahu as the geographic area, but only list specific school complexes as service areas? Or do we need to submit a separate proposal for each service area? Example: If PROJECT XYZ is implementing the same delivery of service in school complex Nanakuli and school complex Waipahu and school complex Kaimuki. Would this be three separate proposals or one proposal?

A: Refer to Question 8 of this addendum.

62. Q: The RFP cites: ADAD anticipates each award to be approximately \$125,000 per year. Would a proposal be disqualified for submitting a budget over the \$125,000 ADAD anticipated amount per year?

A: A proposal will not be disqualified based on the amount of the budget included in the proposal application. See section 2.1, Item F on page 2-4. Anticipated funding amounts are estimated based on current resource allocations and contingent upon the availability of funds. It is important to note that funding amounts when executing actual contract awards may be significantly different from the stated anticipated funding amounts due to evolving budgetary circumstances. [...] ADAD reserves the right to make awards based on the uniqueness and appropriateness of the proposals in addressing prevention issues of specific identified populations and communities and the best configuration of prevention services statewide.